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Sheet

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known				
Application Number	10/670,126			
Filing Date	September 24, 2003			
First Named Inventor	Mark Pettay			
Art Unit	3661			
Examiner Name	Not Known			
Attorney Docket Number	DAT MOD			

				DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (7 known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
76	В	^{US-} 6094476	07-25-2000	Peter Hunt	cited in parent
i	C	^{US-} 6049602	04-11-2000	Mark Jeffrey Foladare	cited in parent
	D	^{US-} 6119084	09-12-2000	Tracy Roberts	cited in parent
	E	^{US-} 6266640	07-24-2001	Laurence J. Fromm	cited in parent
	F	^{US-} 3752904	08-14-1973	Nelson J. Waterbury	cited in parent
	G	^{US-} 4752676	06-21-1998	Eugene Leonard	cited in parent
	Н	US- 4993068	01-12-1991	Gerald V. Piosenka	cited in parent
	1	US-5153918	10-06-1992	Gregory Tuai	cited in parent
	J	^{US-} 5412727	05-02-1995	Jerome Drexler	cited in parent
	K	^{US-} 5513250	04-30-1996	Alex McAllister	cited in parent
	L	^{US-} 5581630	12-03-1996	Walter C. Bonneau	cited in parent
	М	^{US-} 5638430	01-10-1997	Steven J. Hogan	cited in parent
	N	^{US-} 5862325	01-19-1999	Drummond Shattuck Reed	cited in parent
	0	US- 5884262	03-16-1999	Laird H. Wise	cited in parent
	Ρ	us- 5903225	05-11-1999	John C. Schmitt	cited in parent
	Q	^{US-} 5915001	06-22-1999	Premkumar V. Uppaluru	cited in parent
	R	^{US-} 5987155	11-16-1999	Christopher S. Dunn	cited in parent
	S	^{US-} 6011858	01-04-2000	Michael J. Stock	cited in parent
Qu	T	^{US-} RE36,580	01-22-2000	Charles A. Bogosian	cited in parent

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Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	Γ
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Translation is attached.

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First Named Inventor	Mark Pettay				
Art Unit	3661				
Examiner Name	Not Known				
Attorney Docket Number	DAT ONED				

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Examiner Cite Initials* No.		Document Number Number-Kind Code ^{2 (f known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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1	٧	^{US-} 6084967	07-04-2000	Paul Roy Kennedy	cited in parent
	W	^{US-} 6091835	07-18-2000	Christopher P.K. Smithies	cited in parent
	Х	^{US-} 6092192	07-18-2000	Dimitri Kanevsky	cited in parent
	Υ	^{US-} 6149056	11-21-2000	Michael C. Stinson	cited in parent
	Z	^{US-} 6167517	12-26-2000	Gary Gilchrist	cited in parent
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	Cite No.1	No. Foreign Patent Document	Cite Foreign Patent Document Publication Date MM-DD-YYYY	No.1 Date Applicant of Cited Document	Cite Foreign Patent Document Publication Name of Patentee or Pages, Columns, Lines, Date Applicant of Cited Document Where Relevant Passages

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					Application Number	10/670,126	
INFO	ORMATION	V DIS	CLOS	SURE	Filing Date	September 24, 2003	
STATEMENT BY APPLICANT		First Named Inventor	Mark Pettay				
(Use as many sheets as necessary)				Art Unit	3661		
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Sheet	3	of	4		Attorney Docket Number	PAT-008B	

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Th	AD	VoicePrint Security for Credit Cards, IBM Technical Disclosure Bulletin, 01-1994, pgs. 189-190, vol. 37, publication number 2B. (cited in parent)	
	AE	PriceInteractive Launches Most Reliable Anti-Slamming Service New Enhanced Third Party Verification (TM) Solutions Cut Carrier Costs By More Than Half, PR Newsire via NewsEdge Corporation, 07-01-1999. (cited in parent)	
	AF	Fast Talk Communications, Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release, www.fast-talk.com, 10-24-2001.	
	AG	CMP MEDIA, SER Acquires VorTecs, Move Adds CTI and Speech Rec to SER's Outbound Capabilities, www.cconvergence.ocm, 03-27-2003.	ì
	АН	CMP MEDIA, Enhanced Quality Monitoring Tools, VorTecs Has Integrated Fast-Talk's Phonetic Search Engine Into its Spot It! and Mine It! Software Applications, www.cconvergence.com, 11-12-2002.	
	AI	ROY TWERSKY, How Speech Analytics Solutions Help Telemarketers and Contact Centers, www.utopy.com, 08-11-2003.	
	AJ	HILL, KIMBERLY, Autonomy Digs Into Contact-Center Market, www.crmdaily.com, 05-20-2003.	
	AK	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
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The	АМ	VOICELOG, VoiceLog Goes To the End of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	

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EXAMINER: Initial if perence considered, whether ends citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next confinuncation to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandría, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandría, VA 22313-1450.

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Substitute for form 1449/PTO		Complete if Known
	Application Number	10/670,126
INFORMATION DISCLOSURE	Filing Date	September 24, 2003
STATEMENT BY APPLICANT	First Nam d Inventor	Mark Pettay
(Use as many sheets as necessary)	Art Unit	3661
(USE as many sheets as necessary)	Examiner Name	Not Known
Sheet 4 of 4	Attorney Docket Number	PAT-008B

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
R	AN	VOICELOG, VoiceLog Announces Inbound That Delivers, Press Release, www.voicelog.com, 10-02-2000	
8	AO	VOICELOG, VoiceLog Announces "Pay As You Go" Call Logging, Press Release, www.voicelog.com, 06-26-2003.	
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1 Applicant's unique distinct designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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First Named Inventor	Mark Pettay					
Art Unit	Not Known					
Examiner Name	Not Known					
Attomey Docket Number	PAT-008B					

	Cite No.1	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or	Pages, Columns, Lines, Where
		Number-Kind Code ^{2 (f known)}	IVIIVI-DD-TTTT	Applicant of Cited Document	Relevant Passages or Relevan Figures Appear
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		FOREI	GN PATENT DOCU	MENTS		
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	Γ
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TRANSUMATION for form 1449/PTO

Sheet 1

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Application Number	10/670,126				
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First Named Inventor	Mark Pettay				
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	2	^{US-} 6401066 B1	06-04-2002	McIntosh, Jonathan	
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	4	^{US-} 5666157	09-09-1997	Aviv, David G.	
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	7	US- 6058303	05-02-2000	Astrom, Bo Ame	
	8	US- 6501956 B1	12-31-2002	Weeren, Eric	
TU	9	^{US-} 6144938	11-07-2000	Surace, Kevin J.	
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		FOREIC	IN PATENT DOCU	MENTS		
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
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Sheet 1

INFORMATION DISCLOSURE

Application Number

Filing Date

First Named Inventor

Art Unit

10/670,126 September 24, 2003 Mark J. Pettay 3661

STATEMENT BY APPLICANT
(Use as many sheets as necessary)

of 1

Examiner Name Not Known
Attorney Docket Number PAT-008B

U. S. PATENT DOCUMENTS Cite No.1 Examiner **Document Number** Publication Date Name of Patentee or Pages, Columns, Lines, Where Initials* Applicant of Cited Document Relevant Passages or Relevant Number-Kind Code^{2 (f known)} Figures Appear ^{US-} 6359971 B1 10 03-19-2002 Raziel Haimi-Cohen ^{US-} 5872834 11 02-16-1999 Neil Teitelbaum ^{US-} 6275940 B1 12 08-14-2001 Jim G. Edwards ^{US-} 6650736 B1 13 11-18-2003 Nicholas K. Unger ^{US-} 5819029 14 10-06-1998 Jim G. Edwards ^{US-} 6070241 15 05-30-2000 Jim G. Edwards US-US-US-บร US-US-บร-US-US-US. US-

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	Name of Patentee or Applicant of Cited Document	Publication Date	Foreign Patent Document	Cite No.1	Examiner Initials*
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Examiner Signature Date Considered 5/9/07

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PATENT

Sheet

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Complete if Known **Application Number** 10/670,126 Filing Date 24 September 2003 First Named Inventor Mark J. Pettay Art Unit 3661 **Examiner Name** Not Known Attorney Docket Number PAT-008B

Examiner Initials*	Cite No. ¹	Cite Document Number	Publication Date	Name of Patentee or	Pages, Columns, Lines, Where	
		Number-Kind Code ^{2 (# known)}	MM-DD-YYYY	Applicant of Cited Document	Relevant Passages or Relevant Figures Appear	
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an	33	^{US-} 6738740	05/18/2004	Barash		
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		FORE	GN PATENT DOCU	MENTS		
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	Г
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Translation is attached.

This collection of Information Is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND

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PTO/SB/08B (08-03) Approved for use through 07/31/2006, OMB 0851-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE nder the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number. Complete if Known ubstitute for form 1449/PTO **Application Number** 10/670,126 **INFORMATION DISCLOSURE** Filing Date 24 September 2003 STATEMENT BY APPLICANT **First Named Inventor** Mark J. Pettay **Art Unit** 3661 (Use as many sheets as necessary) **Examiner Name** Not Known Sheet J Attorney Docket Number of **PAT-008B**

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
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Examiner Date Signature Considered

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known					
Application Number	10/670,126				
Filing Date	24 September 2003				
First Named Inventor	Mark J. Pettay				
Art Unit	2665				
Examiner Name	Doris Ha To				
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Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (Aktrau.*)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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		Application Number	10/670,126	
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	•	First Named Inventor	Mark J. Petlay	
	STATEMENT BY APPLICANT		2654	
(Use as many shocts as nocessary)		Examiner Name	Richemond Dorvil	
Sheet 1	of 1	Attorney Docket Number	PAT-008B	

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Date Considered

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ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

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Title of Invention

Script Compliance and Agent Feedback

Application Number:

10/670126

-00

Confirmation Number:

2530

First Named Applicant:

Mark Pettay

Attorney Docket Number:

PAT-008B

Art Unit:

2654

Examiner:

Richemond Dorvil

Search string:

(6868154 or 6167255).pn

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
a	1	6868154	2005-03-15	Stuart			
5	/ 2	6167255	2000-12-26	Kennedy, III			<u> </u>

Signature

